Utilities Service Level Descriptors

SL1: Meet or exceed the following standards –

- Electrical: Electricity is available to meet all mission requirements. Commodity availability has no negative impact to mission, quality of life, or routine station operations. Energy conservation and awareness are utilized and no forced conservation is required.
- Steam: Steam is available to meet all mission requirements. Commodity availability has no negative impact to mission, quality of life, or routine station operations. Energy conservation and awareness are utilized and no forced conservation is required.
- Gas: Natural Gas is available to meet all mission requirements. Commodity availability has no negative impact to mission, quality of life, or routine station operations. Energy conservation and awareness are utilized and no forced conservation is required.
- Water: Water is available to meet all mission requirements. Commodity availability has no negative impact to mission, quality of life, or routine station operations. Energy and Water conservation and awareness are utilized and no forced conservation is required.

Utilities Service Level Descriptors

SL1: Meet or exceed the following standards –

- Sewage (*): Sewage services are available to meet minimum requirements: mission, environmental, health, safety, etc.
- Chiller Plant: Chiller Plant services are available to meet all mission requirements. Commodity availability has no negative impact to mission, quality of life, or routine station operations. Energy conservation and awareness are utilized and no forced conservation is required.
- Other: Other services are available to meet all mission requirements. Utilities Privatization process is at or above 95% planned schedule. Commodity availability has no negative impact to mission, quality of life, or routine station operations. Energy conservation and awareness are utilized and no forced conservation is required.

Utilities Service Level Descriptors

SL2: Execute the mission at the below reduced standards –

- Electrical: Electricity is available to substantially meet mission requirements with minor difficulty. Minor mission adjustments required due to lack of utilities funding. Minimal forced conservation is required due to funding shortfalls:
- - Heating and Air Conditioning delayed/interrupted no more than two weeks;
- - Thermostats adjusted lower than 70 degrees in Winter and/or higher than 76 degrees in the summer;
- - 5% or less reduction required in discretionary electricity usage (e.g. ball field and decorative lighting).
- Steam: Steam is available to substantially meet mission requirements with minor difficulty. Minor mission adjustments required due to lack of utilities funding. Minimal forced conservation is required due to funding shortfalls:
- - Heating availability delayed/interrupted no more than two weeks;
- - Thermostats adjusted lower than 70 degrees in Winter;
- - 5% or less reduction required in discretionary steam usage (e.g., warehouses and gymnasiums).
- Gas: Natural Gas is available to substantially meet mission requirements with minor difficulty. Minor mission adjustments required due to lack of utilities funding. Minimal forced conservation is required due to funding shortfalls:
- - Heating availability delayed/interrupted no more than two weeks;
- - Thermostats adjusted lower than 70 degrees in Winter.

Utilities Service Level Descriptors

SL2: Execute the mission at the below reduced standards –

- Water: Water is available to substantially meet mission requirements with minor difficulty. Minimal forced conservation is required due to funding shortfalls:
- - Water rationing for no more than seven days;
- - 5% or less reduction required in discretionary water usage (e.g. irrigation, car washes).
- Sewage (*): Sewage services are available to meet minimum requirements: mission, environmental, health, safety, etc.
- Chiller Plant: Chiller Plant services are available to substantially meet mission requirements with minor difficulty. Minor mission adjustments required due to lack of utilities funding. Minimal forced conservation is required due to funding shortfalls:
- - Air Conditioning delayed/interrupted no more than two weeks;
- - Thermostats adjusted higher than 76 degrees in Summer.
- Other: Other services are available to substantially meet mission requirements with minor difficulty. Minor mission adjustments required due to lack of utilities funding. Utilities Privatization process is at or above 80% planned schedule.

Utilities Service Level Descriptors

SL3: Execute the mission at significantly reduced standards as outlined below –

- Electrical: Electricity is available to marginally meet mission requirements with major difficulty. Significant mission adjustments short of CASREPS, due to lack of funding. Forced conservation is required due to funding shortfalls:
- - Heating and Air Conditioning availability delayed/interrupted no more than four weeks;
- - Thermostats adjusted lower than 68 degrees in Winter and/or higher than 78 degrees in the Summer;
- - 10% or less (but greater than 5%) reduction required in discretionary electricity usage;
- - Reduction in PWC planned system maintenance due to claimant/region imposed reductions in rates;
- - Had to impose no more than one brief rolling blackout.
- Steam: Steam is available to marginally meet mission requirements with major difficulty. Significant mission adjustments short of CASREPS due to lack of funding. Forced conservation is required due to funding shortfalls:
- - Heating availability delayed/interrupted no more than four weeks;
- - Thermostats adjusted lower than 68 degrees in Winter;
- - 10% or less (but greater than 5%) reduction required in discretionary steam usage;
- - Reduction in PWC planned system maintenance due to claimant/region imposed reductions in rates.
- Gas: Natural Gas is available to marginally meet mission requirements with major difficulty. Significant mission adjustments short of CASREPS due to lack of funding. Forced conservation is required due to funding shortfalls:
- - Heating availability delayed/interrupted no more than four weeks;
- Thermostats adjusted lower than 68 degrees in Winter.

Utilities Service Level Descriptors

SL3: Execute the mission at significantly reduced standards as outlined below –

- Electrical: Electricity is available to marginally meet mission requirements with major difficulty. Significant mission adjustments short of CASREPS, Water: Water is available to marginally meet mission requirements with major difficulty. Forced conservation is required due to funding shortfalls:
- - Water rationing for no more than two weeks;
- - 10% or less (but greater than 5%) reduction required in discretionary Water usage;
- - Reduction in PWC planned system maintenance due to claimant/region imposed reductions in rates.
- Sewage (*): Sewage services are available to meet minimum requirements: mission, environmental, health, safety, etc.
- Chiller Plant: Chiller Plant services are available to marginally meet mission requirements with major difficulty. Significant mission adjustments short of CASREPS due to lack of funding. Forced conservation is required due to funding shortfalls:
- - Air Conditioning availability delayed/interrupted no more than four weeks;
- - Thermostats adjusted higher than 78 degrees in Summer;
- - Reduction in PWC planned system maintenance due to claimant/region imposed reductions in rates.
- Other: Other services are available to marginally meet mission requirements with major difficulty. Significant mission adjustments short of CASREPS due to lack of funding. Utilities Privatization process is at or above 60% planned schedule.

Utilities Service Level Descriptors

SL4: Mission requirements will not be met, based on outlined standards below –

- Electrical: Electricity is not available to marginally meet mission requirements even with major difficulties being accepted that includes:
- - Heating and Air Conditioning availability delayed/interrupted more than four weeks;
- - Thermostats adjusted lower than 66 degrees in Winter and/or higher than 80 degrees in Summer;
- - Greater than 10% reduction required in discretionary electricity usage;
- - Reduction in PWC planned system maintenance due to claimant/region imposed reductions in rates
- - Imposed two or more brief rolling blackouts.
- Steam: Steam is not available to marginally meet mission requirements even with major difficulties being accepted that include:
- - Heating availability delayed/interrupted 5 weeks or more;
- - Thermostats adjusted lower than 66 degrees in Winter;
- - Greater than 10% reduction in discretionary steam usage;
- - Reduction in PWC planned system maintenance due to claimant/region imposed reductions in rates.
- Gas: Natural Gas is not available to marginally meet mission requirements even with major difficulties being accepted that include:
- - Heating availability delayed/interrupted more than four weeks;
- - Thermostats adjusted lower than 66 degrees in Winter.

Utilities Service Level Descriptors

SL4: Mission requirements will not be met, based on outlined standards below –

- Water: Water is not available to marginally meet mission requirements even with major difficulties being accepted that includes:
- - Water rationing for more than two weeks;
- - Greater than 10% reduction required in discretionary Water usage;
- - Reduction in PWC planned system maintenance due to claimant/region imposed reductions in rates.
- Sewage (*): Sewage services are available to meet minimum requirements: mission, environmental, health, safety, etc.
- Chiller Plant: Chiller Plant services are not available to marginally meet mission requirements even with major difficulties being accepted that include:
- - Air Conditioning availability delayed/interrupted more than four weeks;
- - Thermostats adjusted higher than 80 degrees in Summer;
- - Reduction in PWC planned system maintenance due to claimant/region imposed reductions in rates.
- Other: Other services are not available to marginally meet mission requirements even with major difficulties. Utilities Privatization process is at or above 50% planned schedule.

* Note: Only one service level for Sewage. Minimum capability to meet mission, environmental, health and safety requirements.